

## Główne umiejętności

English B2+  
German C1  
Sprzedaż i dystrybucja SAP

## Languages

angielski (Professional Working)  
niemiecki (Full Professional) polski  
(Native or Bilingual)

Customer Service Agent with German | SAP ERP Specialist  
Warszawa, Woj. Mazowieckie, Polska

## Doświadczenie

Advanced Power Solutions  
Customer service agent with German  
maja 2023 - Present (1 rok 4 mies.)  
Warszawa, Woj. Mazowieckie, Polska

- Entering sales orders into SAP based on the data faxed to the company, monitoring orders from A to Z
- First contact for the customers, mail & phone contact for the German/English speaking customers
- Gathering missing documentation for the customers
- Analyzing and responding to the customers' queries, tracking missing and backordered deliveries
- Correcting and analyzing the wrong invoices
- Implementing improvements and seeking for the new ones
- Active contribution in team's results

## Medtronic

Senior Customer Care Representative  
grudnia 2016 - kwietnia 2023 (6 lat 5 mies.)  
Warszawa, Woj. Mazowieckie, Polska

- Entering sales orders into SAP based on the data faxed to the company from the German hospitals and stakeholders
- Supporting another Order Entry members and helping the team to solve their issues with OE
- Key contact in communication between the order entry, customers and the sales representatives
- Cooperation with other departments (Front Office, Sales Office, Master Data, Inventory, OTD, Pricing) on daily basis, being in close contact with ecommerce eBusiness team
- Analyzing and responding to the customers' queries, tracking missing and backordered deliveries
- Working on failed IDocs
- Maintaining the changes in address books and conducting the trainings about this matter
- Correcting and analyzing the wrong invoices

- Mapping the products and missing data in GHX/HBS
- Preparing and analyzing the reports for the team and coordinator about team's work, such as SDOE, BROT reports
- Implementing improvements and seeking for the new ones
- Active contribution in team's results

## eBay

### Customer Service Representative

września 2015 - listopada 2016 (1 rok 3 mies.)

Warszawa, Woj. Mazowieckie, Polska

- Phone and e-mail support of eBay customers
- Handling the customer's requests

## English Best Way

### English and German language teacher

lutego 2013 - czerwca 2016 (3 lata 5 mies.)

Warszawa i okolice

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## Wykształcenie

### Uniwersytet Warszawski

Magister (Mgr), Germanistyka · (października 2013 - czerwca 2015)

### Uniwersytet Warszawski

Licencjat (Lic.), Germanistyka · (października 2010 - czerwca 2013)